



## Role Profile

Job Title:	<b>Team Member</b>
Department:	Operations (Museum Operations Directorate)
Reporting:	Visitor Experience Manager
Location:	NMRN
Date:	September 2020

### NMRN Vision and Mission

**Vision:** To be the world's most inspiring Naval Museum

**Mission:** Inspiring learning, enjoyment and engagement with the story of the Royal Navy, and its impact in shaping the modern world.

### Primary job purpose

To support the Visitor Experience Supervisor, Visitor Experience Managers, Operations Manager and General Manager in positively managing the visitor experience.

To deliver an outstanding level of customer care to all of our users through demonstrating our values and behaviours.

To ensure visitors are welcomed, assisted, delighted, engaged and inspired.

To deliver unique, consistent and high levels of visitor experience and satisfaction, in line with the ethos and branding of NMRN.

To achieve set income generation targets via ticket sales, guidebook sales, membership, gift aid conversion and other commercial activity.

Working throughout the visitor attractions in all areas such as visitor engagement, ticketing, cafe and retail, as and when appropriate.

To ensure that a high level of cleanliness and hygiene is maintained throughout Museum galleries by conducting cyclical high traffic touchpoint cleaning. To ensure standards and procedures (including Personal Protective Equipment) are adhered to, using cleaning materials appropriately and maintaining good personal hygiene practices.

### Decision making authority and freedom to act

Assist in the day to day operation of the site and visitor experience.

Works within an established programme of work with advice and guidance being taken from more senior colleagues/management where appropriate.



Delivery of customer focussed activities to delight, engage and inspire visitors.

Assist in the safety and security for NMRN visitors, staff and property.

Assist in the organisation of any evacuations or safety/security procedures.

Contributes to the delivery of the Corporate Plan.

### Financial responsibility

To achieve set income generation targets via ticket sales, guide books, membership, gift, retail, catering aid and other commercial activity.

Does not have delegated financial authority.

To comply with NMRN financial policies.

### Information systems

Positively shares and contributes knowledge at team meetings.

To utilise systems for retail, catering and ticketing purposes and other processes as required.

Reports any suspicious activity following the site guidelines and maintaining high levels of communication with line managers at all times.

Reports all instances of damage and wear and tear promptly and to a Duty Manager/Visitor Experience Supervisor.

To ensure all information systems are operated in accordance with NMRN policy and procedures and comply with the General Data Protection regulations (GDPR).

### People management

Is a role model of NMRN values and behaviors whilst at all times acting to enhance the National Museum's reputation and ensuring its collections are protected for future generations.

To be a customer service role model for all colleagues.

Developing knowledge of own work area, the wider NMRN group and wider business partners to positively share with others.

Ability to work within and effectively contribute to a variety of teams.

### Communication and relationships

Works closely with and supports other Team Members and volunteers, as required.



Work with colleagues across the Museum.

Liaison with other organisations and wider business partners.

Ability to positively represent the Museum to visitors and external organisations.

### Knowledge, Skills and Experience

Subject	Mandatory
<b>Knowledge</b>	<p>Demonstrable understanding of why excellent customer service standards is critical to success.</p> <p>Display an interest in developing knowledge of the Royal Navy's stories and heritage to share with visitors and colleagues.</p> <p>Display an understanding of commercial awareness and its importance.</p> <p>Basic knowledge of Health and Safety and Security requirements and a willingness to learn more.</p>
<b>Experience</b>	<p>Experience of working in a customer focused environment with retail and sales knowledge.</p> <p>Experience of working as part of a team.</p> <p>Ability to positively communicate and engage with a wide range of audiences and different stakeholders.</p> <p>Use of multi-site electronic trading/inventory/ticketing system (EPOS) or willingness to learn.</p> <p>Ability to work under pressure during busy periods.</p>

*These are a guide to the contents of the main job and the skills and experience required. (This is not intended to be a task list). It is inevitable that the job content may change over time, and post holders are normally consulted about any significant changes. This information may be periodically reviewed, revised and updated to reflect appropriate changes.*

I have read and fully understand the above Role Profile

Agreed by ..... Date:..... (Employee)

Approved by:..... Date:..... (Line Manager)